

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Introduction and Implementation of Citizen's Charters in Departments having large public interface – Certain Instructions – Orders Issued.

GENERAL ADMINISTRATION (GPM&AR) DEPARTMENT

G.O.Ms.No:325

Dt:- 30-04-2013

Read the following:-

1. G.O.Ms.No. 230 (G.A(G.P.M.&A.R.)Department) dt: 22-05-2002
2. Second Administrative Reforms Commission Report:
 - a) 12th report: 'Citizen Centric Administration: The Heart of Governance': (Para 4.6.10)
3. Guidelines for Designing and Implementing Sevottam Compliant Citizen's/Client's Charter & Grievance Redress Mechanism By Central Ministries/Departments, Performance Management Division, Cabinet Secretariat and Department of Administrative Reforms and Public Grievances, August, 2010.

ORDER:-

A Citizen's Charter is an expression of understanding between citizens and providers of a public service with respect to the quantity and quality of services. In India, Citizen's Charter was launched in 1997 in pursuance of the 'Action Plan for Effective and Responsive Government' adopted in the Conference of Chief Ministers in May 1997. Many Ministries/Departments/Agencies of Government of India as well as the departments and agencies of State Governments and Union Territories brought out Citizen's Charters after this conference of Chief Ministers, Andhra Pradesh being one of them.

- (2) In Government of Andhra Pradesh, vide G.O.1st read above, orders were issued to all the Heads of Departments to formulate and implement Citizen's Charters. Citizen's Charters were also prepared by many departments during the last decade.
- (3) In reference 2nd cited above, second Administrative Reforms Commission, has recommended a nine point agenda for making Citizen's Charters effective. Subsequently, in reference 3rd cited above, a new set of Sevottam compliant Citizen's Charter guidelines was evolved by the Performance Management Division, Cabinet Secretariat and the Department of Administrative Reforms and Public Grievances, Government of India.(Annexure enclosed)
- (4) During the workshop on Citizen's Charter held on 04-04-2013 by the Hon'ble Chief Minister, it was decided that in anticipation of a legislation to guarantee the Right to Services Delivery, the Citizen's Charters in all departments having public interface have to be properly implemented. The service standards and time frame for delivery have to be clearly spelt out. Failure to deliver services will result in penal action against the officer responsible for the delivery of the service. Therefore, the Citizen's Charters have to be properly fine tuned and put in place immediately. The Citizen's Charters of selected departments having large public interface shall be introduced on pilot basis.
- (5) In pursuance of the above decision and in consultation with the departments concerned, it was decided that the Citizen's Charters of following Heads of Departments shall be implemented as per the details given in the following table:

Sl.No	Department/HoD	Geographical scope	No. of services
1.	Chief Commissioner of Land Administration	Across the State	60 services delivered through Mee Seva
2.	Commissioner, Civil Supplies	Across the State	All services listed in the Charter

3.	Member Secretary, A.P. Pollution Control Board	Across the State	All services listed in the Charter
4.	Commissioner, Transport	Medak, Chittoor, Visakhapatnam	All services listed in the Charter
5.	Commissioner, Social Welfare	Nizamabad, Chittoor, Visakhapatnam	All services listed in the Charter
6.	Commissioner, Backward Classes Welfare	Kurnool, Nalgonda, Nellore	All services listed in the Charter
7.	Commissioner, Tribal Welfare	Warangal, Chittoor, East Godavari	All services listed in the Charter
8.	Commissioner, Disabled Welfare	Ranga Reddy, Chittoor, Krishna	All services listed in the Charter
9.	Commissioner & Director Municipal Admin.	124 municipalities	All services listed in the Charter
10.	Greater Hyderabad Municipal Corporation	Within GHMC jurisdiction	All services listed in the Charter
11.	Hyderabad Metropolitan Water Supply & Sewerage Board	Within HMWSSB jurisdiction	All services listed in the Charter

(6) The above departments shall also undertake the following:

- i. They shall notify and give wide publicity to their Citizen's Charters through their official website, media and prominent displays in the concerned offices.
- ii. The Heads of Departments shall review on a weekly basis, the delivery of services within the time limit and as per the standards stipulated in the Citizen's Charter. Based on the inputs and experiences from the field, the time for delivery of the various services may be reviewed with a view to achieving greater speed and efficiency.
- iii. Citizen's Charters prepared as above, shall be reviewed on a regular basis by an Adhoc Task Force (ATF), chaired by the Chief Secretary and other eminent members including civil society representatives as may be decided by the Government.
- iv. The implementation of Citizen's Charter commitments by Departments/HoDs/Other Public Authorities shall be evaluated by a third party at the end of every financial year and the findings shall be placed before the ATF for ranking on the basis of performance.
- v. The Departments identified above shall implement the Citizen's Charter with effect from 15-05-2013.

(BY ORDER AND IN THE NAME OF GOVERNOR OF ANDHRA PRADESH)

**MINNIE MATHEW
CHIEF SECRETARY TO GOVERNMENT**

To
 The Principal Secretary to Govt., Revenue Department
 The Principal Secretary to Govt., MA&UD Department
 The Principal Secretary to Govt., TR&B Department
 The Spl.C.S. to Govt., EFS&T Department
 The Principal Secretary to Govt., B.C.Welfare Department
 The Principal Secretary to Govt., (TW) Social Welfare Department

-3-

The Principal Secretary to Govt., Women, Children, Disabled & Senior Citizens Department
 The Commissioner, Civil Supplies & E.O. Secretary to Govt., Food, Civil Supplies and Consumer Affairs Department.

Copy to:

The Chief Commissioner of Land Administration & Spl.C.S., Hyderabad.
Commissioner, Civil Supplies.
The Member Secretary, A.P. Pollution Control Board.
The Commissioner, Transport.
The Commissioner, Social Welfare.
The Commissioner, Backward Classes Welfare.
The Commissioner, Tribal Welfare
The Commissioner, Disabled Welfare.
The Commissioner & Director Municipal Admin.
The Commissioner, Greater Hyderabad Municipal Corporation, Hyderabad.
The Managing Director, Hyderabad Metropolitan Water Supply & Sewerage Board.
The All Departments of Secretariat.
P.S. to Principal Secretary to Chief Minister.
P.S. to Chief Secretary to Government.
P.S. to Principal Secretary to Govt., G.A.(G.P.M.&A.R.) Department.

// Forwarded :: By Order //

Assistant Secretary to Government

Annexure

Guidelines for Designing and Implementing Citizen's Charter

Government of Andhra Pradesh

2013-14

Introduction

A Citizen's Charter is an expression of understanding between citizens and providers of a public service with respect to the quantity and quality of services. Citizen's Charter is intended to empower citizens so that they can demand committed standards of service and avail remedies in case of non-compliance by service provider organizations.

The following format and guidelines for Citizen's Charters have broadly followed the guidelines issued by Performance Management Division (PMD), Cabinet Secretariat and Department of Administrative Reforms & Public Grievances (DAR&PG), Govt. of India in August 2010 as accessed from the following link: <http://www.performance.gov.in/sites/all/document/files/ccc/ccc-guidelines.pdf>. Certain sections and guidelines have been suitably modified to match the requirements of the departments of Government of Andhra Pradesh.

Components of a Citizen's Charter

The Citizen's Charter for a department should contain the following nine sections:

- 1. Cover Page**
- 2. Vision**
- 3. A) Mission B) Objectives/Functions**
- 4. Services and Service Standards**
- 5. Grievance Redress Mechanism**
- 6. Stakeholders**
- 7. Sub-Ordinate Organizations**
- 8. Indicative expectations from citizens/service recipients**
- 9. Month and Year for next review of the Charter**

In what follows, each section is described briefly. Details provided in italics are essentially guidelines to enable preparation of Charters and can be removed when writing the final Charter.

i. Cover Page

To ensure instant recognition and user - friendliness, it is important that all Citizen's Charters have a uniform cover page as given on the next page:

<p style="text-align: center;">State emblem</p> <p style="text-align: center;">Department logo (if any)</p> <p style="text-align: center;">Citizen's Charter</p> <p style="text-align: center;">Name of the Department/Agency</p> <p style="text-align: center;">Address with website ID</p> <p style="text-align: center;">Month and year of issue</p>

ii. Vision

State the vision of the department (A Vision is an idealized state for the department. It is the big picture of what the leadership wants the department to look like in the future)

iii. A. Mission

State the mission of the department (The department's Mission is the nuts and bolts of the vision. It stated the who, what and why of the department's existence.)

B. Objectives/Functions

List the objectives of the department (Objectives represent the developmental requirements to be achieved by the department in a particular sector by a selected set of policies and programmes over a specific period of time) (short-medium-long)

iv. Services and Service Standards

The information in this section should be presented in the following format:

Sl. No.	Service	Weight assigned to the service	Channels of Delivery (where applicable)	Documents required (where applicable)	Process (where applicable)	Fees/ User Charges (where applicable)	Time frame/quality /quantity of service delivery	Contact details of Officer rendering the service	Contact details of Officer to be contacted for delay/ default in service delivery

A brief description of each column in the table is given below:

- 1. Services:** Services listed should be relevant (needs-based) to the citizens and should reflect their real needs. Services listed here are regular services delivered by a department and need not include peripheral services or services delivered under exceptional circumstances. In order to be relevant and realistic, list of services needs to be formulated in consultation with field officers and other major stakeholders.
- 2. Weight assigned to Services:** Where a department lists several services, it may assign corresponding weight to each service to indicate the relative importance of that service to the citizens. The department should make sure that the total weight is always 100%. Assigning weights to services would help during the annual evaluation in assessing the performance of departments with focus on its crucial services.
- 3. Channels of Delivery:** With many departments adopting new channels for delivering services including PPPs, online platforms, etc., exclusively or along with traditional channels, it becomes important to list all channels through which a citizen may avail the services of the department.
- 4. Documents required:** All documents to be submitted by a citizen while applying for a particular service need to be listed here to ensure that citizens do not make repeated visits to submit an application.

5. **Process:** *In case of certain services, citizens may need to go through several stages to avail the service. All those stages in the application for a service involving a citizen interface needs to be listed here (internal departments processes may be excluded).*
6. **Fees/User Charges:** *All fees/user charges payable by a citizen to avail a service shall be listed here.*
7. **Time frame/quality /quantity of service delivery:** *The time within which a service shall be delivered and the quality and quantity of services delivered (where applicable) need to be listed here. Service standards shall be expressed in Specific, Measurable, Achievable, Realistic and Time-bound terms. These standards state what the service provider, at any given time, can deliver, not what they ideally should deliver. Do not make promises you cannot deliver. And do not ask for the impossible.*
8. **Contact details of Officer rendering the service:** *Corresponding to every service, the name and contact details of officer responsible for delivering the service shall be listed. In case of the Charters prepared by apex departments having several field offices under them, the designation of responsible officer can be listed in this column while name and contact details of all concerned officers can be given in the annexure.*
9. **Contact details of Officer to be contacted for delay/ default in service delivery:** *Corresponding to every officer delivering the service, the department shall give the details of the officer to whom a grievance shall lie in case of delay/default in delivering the service.*

v. Grievance Redress Mechanism

(Provide information about the grievance redressal procedures. By giving clear and detailed information about available grievance and redressal procedures, citizens will be able to identify how to deliver their complaints and how to secure redress. It will also create an initial level of trust: people will see that the service providers are actually taking their complaints seriously and are willing to come to a mutual satisfactory solution. It also provides the service providers with crucial feedback that will enable them to identify gaps in their performance.)

This section should contain information relating to the following items:

S.No	Name and contact details of Nodal Officer responsible for grievance redress	Office address/Helpline number/Website url to lodge grievance	Timeframe for response	Timeframe for redress

vi. Stakeholders

This section should contain the list of stakeholders who have been consulted for setting service standards. All major stakeholders of the department including citizens, internal staff, civil society members, and political representatives need to be consulted.

vii. Subordinate Organizations

This section should contain a list of the Subordinate Organizations under the administrative control of the department. Information in this section should include references to the service standards of the Subordinate Organizations, how to lodge a grievance against them, and the role of the department in ensuring that they have set standards for service and are delivering services accordingly.

viii. Indicative expectations from citizens/service recipients

This section should contain responsibilities of the citizens if they are to avail efficient service delivery at the standards stated in the Charter. Examples of this would include submitting completed application forms along with all the required enclosures, duly attested where required; cross-checking for information or the latest position on a matter on the Department's website before raising a query or a grievances, etc.

ix. Month and Year for the next review of the Charter

This section should indicate the month and year for the next review of the Charter. The next date of review should not be too distant. Upper time limit of once in a year or once in two years may be prescribed.

“This Citizen’s Charter has been prepared by the Department on (Date) ----/ (Month) ----/ (Year) ---- and this will be revised on or before (Date) ----/ (Month) ---/ (Year) ----”.